

Clover Health

COVID19 Provider Vendor Updates

Quest Diagnostics

Quest Diagnostics is receiving COVID-19 specimens and performing testing and is available nationally. The turnaround time for COVID-19 testing is typically 4–5 days from the time of specimen pickup, but can vary due to high demand.

Please note that Quest Diagnostics does not test for COVID-19 at its patient service centers. Only a healthcare provider can collect specimens for COVID-19 testing. Quest Diagnostics patient service centers are not accepting patients with suspected or confirmed COVID-19 and are not collecting specimens for COVID-19 testing.

Through its “Peace of Mind” program, the company is setting aside the first open hour each day at each of its 2,250 patient service centers for individuals needing lab work who are 60 years of age or older or have conditions making them vulnerable to COVID-19 outcomes. The permitted lab work does not include COVID-19 testing.

For more information, please see Quest Diagnostics’ [press release](#) and [COVID-19 information page](#).

CVS Caremark

Currently, CVS Caremark is reporting no concerns or issues with maintaining services for members due to the coronavirus (COVID-19).

For more information, please see [CVS Caremark’s COVID-19 information page](#) and [Clover Health’s COVID-19 Provider Overview](#).

Uber Health

Uber is encouraging both drivers and riders to follow the guidance of global and local authorities to help prevent the spread of the COVID-19 virus.

It’s important to remember that Uber Health serves the non-emergency medical transportation space and ridesharing is not equipped nor intended to serve as an alternative to specialized or emergency medical transportation.

Through the Uber Health dashboard, healthcare providers book non-emergency medical transportation for those in need. These providers assess the appropriate means of transportation for patients—which excludes transporting patients who may be contagious.

Right now there is no plan to shut down Uber Health’s services. Drivers are independent contractors; therefore, supply will remain dynamic and is subject to change.

For more information and updates, please visit [Uber’s COVID-19 information page](#).

(continued)

Durable Medical Equipment (DME) through Integra

The Center of Medicare Services (CMS) has published a statement as an emergency response to the impact of COVID-19 on care through home health agencies, skilled nursing facilities, hospitals, and the home. As it relates to Durable Medical Equipment, Prosthetics, Orthotics, and Supplies for Medicare Fee-for-Service, CMS has issued a blanket waiver that enables providers to render replacement equipment, should it be lost or destroyed without the standard requirements, such as a physician's order, medical necessity documentation, or face-to-face evaluations.

For more information, please see this [Integra Partners message about COVID-19](#).

DentaQuest

While information on COVID-19 and its spread will continue to change, DentaQuest will continue to deliver on its mission to improve the oral health of all.

The American Dental Association (ADA) and many state governments are recommending dentists only provide urgent/emergent care in the coming weeks.

The DentaQuest provider relations team is actively engaged with contracted dental providers to ensure availability of dental services in the event of emergency. In addition, their customer service department is prepared to assist members who need emergency care.

DentaQuest is also exploring alternative dentistry solutions (e.g., tele-dentistry) to ensure appropriate coverage and care. DentaQuest will continue working with its dental provider network to effectively respond to the COVID-19 pandemic during this challenging time—and as they return to more normal operations—to ensure members are receiving all necessary care.

For more information, please see [DentaQuest's COVID-19 information page](#).

Carenet Health

Carenet Health will soon be making calls to enroll Clover Health members in mail-order pharmacy service. They will also be setting up initial telephonic visits with new PCPs participating in our healthcare technology program, Clover Assistant, to manage appointments and conduct other care coordination.

For more information on Carenet Health's latest updates on COVID-19, please see [Carenet Health's COVID-19 information page](#).